GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1380
ANSWERED ON:23.11.2016
Station Directors
Chandrappa Shri B.N.;Gaikwad Dr. Sunil Baliram;Gupta Shri Sudheer;Kirtikar Shri Gajanan Chandrakant;Radhakrishnan Shri T.

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways has decided to post Station Directors at all A-1 category railway stations;

(b) if so, the details thereof along with the aims and objectives thereof;

(c) the extra expenditure likely to be borne by the Railways for implementing the decision; and

(d) the steps taken/being taken by the Railways to raise overall resources to fund extra expenditure?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) to (d): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF UNSTARRED QUESTION NO. 1380 BY SHRI GAJANAN KIRTIKAR, SHRI T. RADHAKRISHNAN, SHRI B.N. CHANDRAPPA, SHRI SUDHEER GUPTA AND DR. SUNIL BALIRAM GAIKWAD TO BE ANSWERED IN LOK SABHA ON 23.11.2016 REGARDING STATION DIRECTORS

(a) & (b): Yes, Madam. It has been decided that all A1 Category Railway Stations (total 75) will be headed by Station Directors in phases. Station Directors will ensure that the stations function as excellence centers for the customers with the additional objective to ensure vigilant and sensitive customer service and also superior commercial sense. The functions of the Station Directors and their teams are as under:
â€¢ Prompt, courteous and hassle-free service to customers.
â€¢ Proper cleanliness and hygiene at the station and stationary trains.
â€¢ Efficient working of booking and reservation office.
â€¢ Punctuality of trains at the station, timely placement and withdrawal of rakes at platforms of the station.
â€¢ Proper functioning, upkeep/repairs of all passenger amenities at the station.
â€¢ Upkeep of passenger enquiry system, display board etc.
â€¢ Ensuring efficient, transparent and customer oriented working of Parcel Office.
â€¢ Monitoring the service of catering/vending stall at the station.
â€¢ Prompt grievance redressal.
â€¢ Security of passengers.
â€¢ Any other items identified for making station an excellent center for customer.
(c): No extra expenditure will be borne by the Railways as the posts of Station Director will be manned by existing strength of officers without creating any additional post.
(d): Does not arise.
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